

**BOX OFFICE ASSISTANT***Class Definition*

Under direction, assists with financial records involving ticket sales and box office operations for the Convention Center involving significant public contact.

*Distinguishing Characteristics*

This technical class serves as the preliminary contact with individuals interested in utilizing Box Office services. The incumbent works with considerable independence in the preparation and maintenance of box office financial records, working within defined procedures and policies in properly scaling and providing rate information to promoters. This position routinely provides lead direction to lower level staff. This class differs from the classification of Box Office Supervisor in that the latter is the section head responsible for supervising and directing Box Office services and activities, including negotiation of rates and charges. The incumbent is required to work a variety of shifts, including evenings, weekends and holidays.

*Typical Tasks*

(This list is neither inclusive nor exclusive. Consequently, this information may not reflect Essential Functions for this class.)

Receives and responds to inquiries from promoters and licensees regarding facility scaling, box office charges, and ticket sales within established guidelines.

Keys data into a personal computer terminal in the performance of complex, difficult clerical accounting work involving the preparation and maintenance of box office records and financial statements.

Balances cash drawer; prepares cash reports and bank deposits utilizing a computerized accounting system.

Closely monitors ticket receivable accounts from ticket outlets and maintains computerized financial and ticketing records.

Utilizes discretion and judgement while interpreting and applying box office operation policies and procedures in resolving complaints and public dissatisfaction.

Participates in the settlement of receipts and payment of expenses associated with an event.

Responsible for providing lead direction and training to temporary cashiers engaged in selling tickets and providing ticket information to the public.

May coordinate with promoters and licensees the scaling of tickets for events and functions at Convention Center facilities within established guidelines.

Box Office Assistant

Page 2

Performs related duties as required.

*Knowledge, Abilities, and Skills*

Knowledge of accounting and financial record keeping practices and procedures.

Knowledge of public relations practices and procedures.

Ability to utilize a variety of personal financial and business software applications to prepare and present clear, concise records, reports, correspondence, and other written materials.

Ability to plan, organize, assign, train and provide lead direction to lower level personnel.

Ability to communicate effectively both orally and in writing.

Ability to work independently, exercising initiative and sound judgement.

Ability to establish and maintain effective working relationships with those contacted during the course of business.

*Minimum Qualifications*

Completion of fifteen semester units of accredited college or university course work in accounting, finance, business administration or closely related field; and one year of experience as a Account Clerk I/II with the City of Fresno or the equivalent. One additional year of increasingly responsible experience maintaining financial and/or statistical records may be substituted for the required education.

*Necessary Special Requirement*

Possession of a valid California Driver's License may be required at the time of appointment.

APPROVED: \_\_\_\_\_

Director

DATE: \_\_\_\_\_